

Dear FCC Commissioners & Staff:

I wanted to send a letter on this subject and realized that it would be hard for me to take the time to compose an accurate letter defining my position. I came across this form letter and it hit me like a brick. This so accurately defines how my ISP runs and what we are going through that it simply made me feel like I was not nearly so alone in my feelings. We all feel this way. I offer support solutions to many small local ISPs and they are all saying the same things you will read here. I have significantly altered this letter to define my situation.

PLEASE, take the time to read it, this is a subject close to my heart and if this happens my ISP will simply put cease to exist. My customers will not be happy. The Internet is mostly comprised of small ISPs, there is a reason. People like us, they want to be with us. Please do not help big business force us out of the picture, the public and the industry has nothing to gain from it. This helps only one group, big business, that's it, nothing else. The rest of the world losses.

My name is Pete Maher and I am the CEO and president of netwurx.net, in Milwaukee, Wisconsin. We began business in 1998 and presently have 6,000 customers; we offer web hosting services nation wide and local dialup service to SE Wisconsin

We offer many services that our local phone company, Ameritech, does not. Services like free FREE consulting for the local Police and Fire departments, DARE organizations and libraries in the area as well as Internet training classes to the local schools and public. We offer free services to many of the local non profit orgs and communicate with our customers on local issues regularly to help the community be aware of way to be of service to there community.

Most importantly our customers receive CUSTOMER SERVICE on a personal level, something the big players simply can not do. My customers feel like we care about them and we do. They like the fact that we are small and can offer a product that feels like they are working with friends. Its a comfort factor. Some people want and need this care. They are not comfortable with computers and we will be there to help them in this time of confusion called intro to the internet.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from Ameritech. Of course getting phone lines from Ameritech was always a problem, and we frequently lost customers when our modem lines became busy because Ameritech was late delivering phone lines we had ordered well in advance.

Nowadays we have moved on from ordinary phone lines to digital PRI's (Primary Rate ISDN), and the second a CLEC came to town, we moved all of the business we could over to that company instead. Since then the price has gone down, but more importantly, service has improved.

Unfortunately, I can't say the same about DSL. The CLEC we work with has chosen not to enter the DSL business, and the expansion of some of the 'Data CLECs' has stopped. If we want to offer Internet access over DSL to our customers, we must do it through Ameritech, and the prices Ameritech has offered us make it impossible for us to compete. We are expected to pay \$35 per month for the data line to reach the customer, and turn around and compete with Ameritech, which is

offering reconfigured phone lines, internet access and free \$200 modems, for \$40 per month. There is no way we can offer this product without losing money, and so we have stayed out of the DSL market. Unfortunately this also means that we are losing customers, either to Ameritech for DSL or to the cable company, since more and more of our customers are demanding faster access and if we can't provide it, they'll go to someone who will. If that trend continues, independentisp.net will not be around much longer.

I do not have the resources to fight the tariff that Ameritech has filed that allows it to get away with charging ISPs a

Sincerely,

Pete Maher
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